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AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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May 30, 2006

TO: Mayor Michael D. Antonovich  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabé

FROM: J. Tyler McCauley *JTM*  
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – CAREPROVIDER  
ORGANIZATION FOUNDATION, CHILDREN AND FAMILY SERVICES I  
AND II**

We have completed a review of Children and Family Services I and II Group Home (Group Home or Agency) operated by Careprovider Organization Foundation. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Children and Family Services I and II are each six-bed facilities. Children and Family Services I provides care for girls, and Children and Family Services II provides care for boys ages 12-18 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Children and Family Services I was providing services for four Los Angeles County DCFS children, and one San Bernardino County child. Children and Family Services II was providing services for two Los Angeles County DCFS children, and four San Bernardino County children.

Careprovider Organization Foundation Group Homes are located in the Fifth District.

**Scope of Review**

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues, and includes an evaluation of the Agency's Program

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Statement, internal policies and procedures, child case records, a facility inspection, and interviews with the children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

### **Summary of Findings**

Generally, the Agency is providing the treatment services as outlined in their Program Statement. Each Group Home has deficient areas that need to be addressed.

Both Group Homes need to replace worn bedding; install sufficient lighting in the children's bedrooms; and create comprehensive NSPs that include measurable and achievable short and long-term goals.

Children and Family Services I Group Home needs to provide additional books for the children's use.

Children and Family Services II Group Home needs to encourage and assist children in creating and maintaining photo albums/life books.

Attached is a detailed report of the review.

### **Review of Report**

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:asl

[http://auditor.co.la.ca.us/group\\_home.asp](http://auditor.co.la.ca.us/group_home.asp)

### **Attachments**

c: David E. Janssen, Chief Administrative Officer  
David Sanders, Ph.D., Director, DCFS  
Robert B. Taylor, Chief Probation Officer  
Emeka Dillibe, Executive Director, Careprovider Organization Foundation  
Public Information Office  
Audit Committee

**Careprovider Organization Foundation  
Children and Family Services I  
1541 West Avenue H-1  
Lancaster, California 93534  
Phone: (661) 940-8885  
License Number: 197604976  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Children and Family Services I Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean, and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Generally, children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture and storage space. Window coverings and window screens are in good repair. Children's sleeping arrangements are appropriate. The mattresses are comfortable, and the beds all have a full complement of linens. However, the children's blankets are worn and torn, and the pillows are flat. There is insufficient lighting in the children's bedrooms.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Resource materials, including a computer with a variety of programs, are also available; however, there is an insufficient quantity of books available for children's use.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

**1. Careprovider Organization Foundation Management:**

- a. Replace torn blankets on the children's beds.**
- b. Replace flat pillows on the children's beds.**
- c. Provide sufficient lighting in the children's bedrooms.**

- d. **Maintain a sufficient quantity of books and reading materials for the children's use.**

## **II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current; however, the NSPs do not include measurable and achievable short and long-term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

### **Recommendation**

2. **Careprovider Organization Foundation Management create comprehensive NSPs that include measurable and achievable short and long-term goals.**

## **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

### **Recommendations**

**There are no recommendations for this section.**

#### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

#### **Recommendations**

**There are no recommendations for this section.**

#### **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents**

**Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

#### **Recommendations**

**There are no recommendations for this section.**

#### **VI. Personal Rights**

**Method of assessment –Interviews with children**

**Sample size for interviews: Two**

**Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children have private visitors, make and receive personal telephone calls, and send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

**Recommendations**

**There are no recommendations for this section.**

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum base allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**

**Careprovider Organization Foundation  
Children and Family Services II  
517 North Chalbun Avenue  
West Covina, California 91790  
Phone: (626) 858-2006  
License Number: 197804534  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Children and Family Services II Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean, and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Overall, children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture and storage space. Window coverings and window screens are in good repair. Children's sleeping arrangements are appropriate. The mattresses are comfortable, and the beds all have a full complement of linens; however, children's blankets are worn and torn, and the pillows are flat. There is insufficient lighting in the children's bedrooms.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Resource materials and books, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

**1. Careprovider Organization Foundation Management:**

- a. Replace torn blankets on the children's beds.**
- b. Replace flat pillows on the children's beds**
- c. Provide sufficient lighting in the children's bedrooms.**



## **II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current; however, the NSPs do not include measurable and achievable long and short-term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

### **Recommendation**

- 2. Careprovider Organization Foundation Management create comprehensive NSPs that include measurable and achievable long and short-term goals.**

## **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

### **Recommendations**

**There are no recommendations for this section.**

#### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

**Recommendations**

**There are no recommendations for this section.**

#### **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents**

**Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

**Recommendations**

**There are no recommendations for this section.**

#### **VI. Personal Rights**

**Method of assessment –Interviews with children**

**Sample size for interviews: Two**

**Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children have private visitors, make and receive personal telephone calls, and send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

**Recommendations**

**There are no recommendations for this section.**

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum base allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are not encouraged or assisted in creating and maintaining photo albums/life books.

**Recommendation**

3. Careprovider Organization Foundation Management encourage and assist children in creating and maintaining photo albums/life books.

**Careprovider Organization Foundation  
Children and Family Services II  
517 North Chalbourn Avenue  
West Covina, CA 91790  
Phone: (626) 814-1235  
License Number: 197804534  
Rate Classification Level: 12  
Site Visit: December 5, 2005**

### **I. Facility and Environment**

Children's blankets are torn and worn out, and the pillows are flat. There is insufficient lighting in the children's bedroom. The following recommendations were made in this section:

- A. Replace the torn blankets.
- B. Replace the flat pillows.
- C. Provide sufficient lighting in the children's bedroom.

**On December 13 and 21, 2005, the agency purchased new comforters and pillows for all six clients in the facility. We have also purchased Touchier Lamp for the one room to ensure that there is sufficient lighting for both residents in the room. Denise Wallace, Program Coordinator will continue to use our agency Quality Assurance Inspection Worksheet on a bio-monthly basis to monitor and ensure that all torn or worn items are repaired or replaced in a timely manner.**

### **II. Program Services**

The Needs and Services Plans do not include measurable and achievable long and short term goals. The following recommendation was made in this section:

- D. Create Needs and Service Plans which include measurable and achievable long and short-term goals.

**The facility therapist and caseload counselors were informed that effective immediately we will now document in the resident's Needs and Services Plans the measurable and achievable long and short-term goals discussed in the treatment meetings. Denise Wallace, Program Coordinator will work closely with the therapist and caseload counselors to ensure that the long and short-term goals discussed with the residents are measurable and realistically achievable by the resident, and all goals are documented in their Needs and Services Plans.**

**III. Educational and Emancipation Services**

There are no recommendations for this section.

**IV. Recreation and Activities**

There are no recommendations for this section.

**V. Psychotropic Medication**

There are no recommendations for this section.

**VI. Personal Rights**

There are no recommendations for this section.

**VII. Clothing and Allowance**

Children are not encouraged and assisted in creating and maintaining photo albums/life books. The following recommendation was made in this section:

F. Encourage and assist children in creating and maintaining photo albums/life books.

**We will continue to encourage and assist the residents in creating and maintaining photo albums/life books while they are placed here at Careprovider Children and Family Services. The Child Care Counselors have been reminded to take and use the agency camera during recreational outings and school events to capture special moments in the resident's life. Denise Wallace, Program Coordinator will monitor on a bio-monthly basis the maintenance of the residents photo album/life books.**

**Careprovider Organization Foundation  
Children and Family Services I  
1541 West Avenue H-1  
Lancaster, CA 93534  
Phone: (661) 940-8885  
License Number: 197604976  
Rate Classification Level: 12  
Site Visit: December 7, 2005**

### **I. Facility and Environment**

Children's blankets are torn and worn out, and the pillows are flat. There is insufficient lighting in the children's bedroom. The following recommendations were made in this section:

- A. Replace the torn blankets.
- B. Replace the flat pillows.
- C. Provide sufficient lighting in the children's bedroom.
- D. Provide sufficient books and reading materials.

**On December 13 and 21, 2005, the agency purchased new comforters and pillows for all six clients in the facility. We have also purchased Touchier Lamps for all three rooms to ensure that there is sufficient lighting for both residents in the room. We will provide and purchased additional books and reading materials for the residents at the facility. Denise Wallace, Program Coordinator will continue to use our agency Quality Assurance Inspection Worksheet on a bio-monthly basis to monitor and ensure that all torn or worn items are repaired or replaced in a timely manner.**

### **II. Program Services**

The Needs and Services Plans do not include measurable and achievable long and short-term goals. The following recommendation was made in this section:

- E. Create Needs and Service Plans which include measurable and achievable long and short-term goals.

**The facility therapist and caseload counselors were informed that effective immediately we will now document in the resident's Needs and Services Plans the measurable and achievable long and short-term goals discussed in the treatment meetings. Denise Wallace, Program Coordinator will work closely with the therapist and caseload counselors to ensure that the long and short-term goals discussed with the residents are measurable and realistically achievable by the resident, and all goals are documented in their Needs and Services Plans.**

**III. Educational and Emancipation Services**

There are no recommendations for this section.

**IV. Recreation and Activities**

There are no recommendations for this section.

**V. Psychotropic Medication**

There are no recommendations for this section.

**VI. Personal Rights**

There are no recommendations for this section.

**VII. Clothing and Allowance**

There are no recommendations for this section.